



Routine/Permanent Booking Cancellations and Absences via MFL Phone App

The My Family Lounge app allows you to:

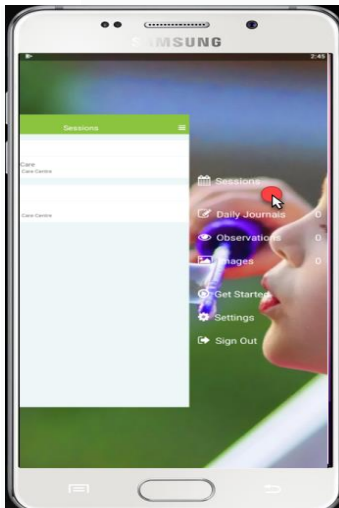
- Mark a Routine/Permanent Day as Absent
- Cancel a Routine/Permanent Day as a once-off

If you are looking at making changes for your child's Enrolment details, Contact Details, Enrolment form, Permanent booking requests/changes or accepting Offers you will need to log into your My Family lounge account through our website at <http://ooshnb.com.au/>

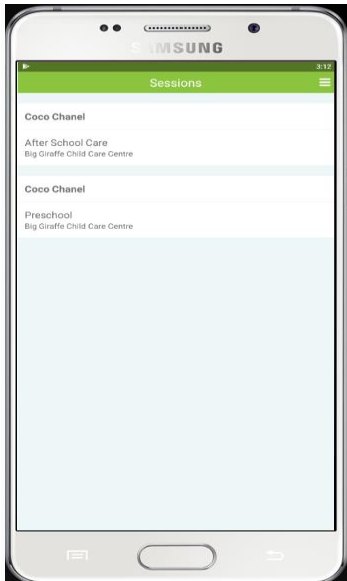
You can only cancel routine/permanent bookings outside of our 7 full days notification period. If you are within this notification period the only option you will be given is to mark your child as absent and fees would still apply in that instance.

Logging into your My Family Lounge account

- Enter your email address and password
- Press **Sign In**
- Select **Sessions** from the Menu



- Select one of your children's names



- If your child is currently booked into multiple rooms you will be asked to select the room
- You will now be viewing the calendar

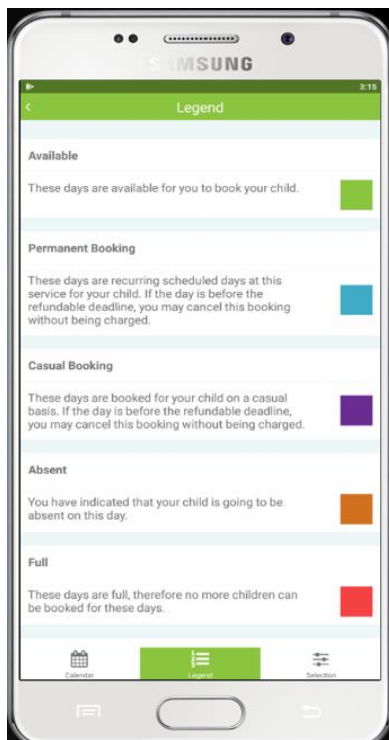
Understanding the Calendar

The calendar view is the main view within the Casual App. Your child's booked days and the room's available days are displayed here



Legend

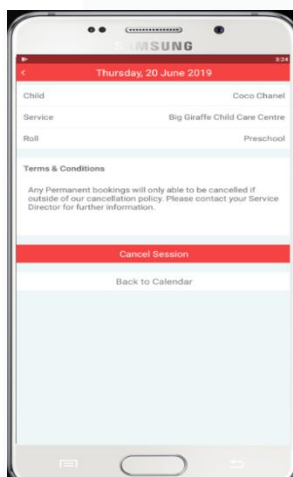
The **Legend** view explains each colour displayed on the calendar



Canceling a Routine/Permanent Day (if outside our 7 full days notification period)

This option is also only to remove a one-off change to a routine booking, if the booking is changing permanently a booking request will need to be created by logging in to your My Family Lounge account at <http://ooshnb.com.au/parents/bookings/>

- Select the routine/permanent Booking day (blue) on the calendar
- Check the details of the routine/permanent booking and read the Terms and Conditions
- Select **Cancel Session**

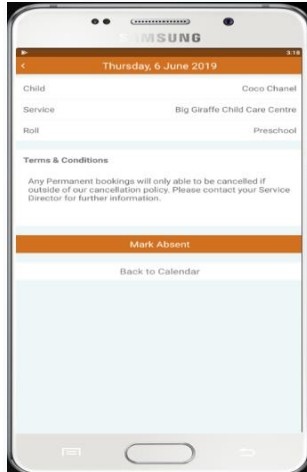


- A pop-up will display advising the day has been successfully cancelled
- Press **OK**
- The selected day will now be removed off your child's booking calendar.

The centre will receive a notification of this absence. No further communication is required.

Marking a Permanent Day as Absent (if within our 7 full days notification period)

- Select the routine/permanent Booking day (blue) on the calendar
- Check the details of the routine/permanent booking and read the Terms and Conditions
- Select **Mark Absent**



- A pop-up will display advising the Booking has been successfully marked as Absent
- Select **OK**
- The selected day will change from Permanent (blue) to Absent (orange)

The centre will receive a notification of this booking change. No further communication is required.